

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Accompanying Statement of Procedures for iloka, Inc. dba NewCloud Networks (formerly dba Microtech-tel) for the protection of CPNI for 2018.

NewCloud Networks procedures do not allow the unauthorized release of CPNI to companies or individuals. This includes account and service record, billing, and calling records, CPE, and technical configuration. All requests for information must be accompanied by a Letter of Agency (LOA) signed by an individual in the employ of the customer who is authorized to give the authorization for the release of information.

Printed information containing CPNI is kept secure in the company headquarters, and any printed information required outside the company headquarters for purposes of providing or repairing services to the customer is to be kept secure in either the employee's possession, or locked in the company's office.

Information kept electronically is stored in a password protected system, and the passwords are not to be given or shared with any individual not authorized to view the information.

NewCloud Networks provides employees with management escalation should they be approached for information, and be unsure if the release meets CPNI guidelines.